

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.:	09/876,788	§	Examiner:	Lee, Philip C.
Patent No.:	7,831,688	§	Group/Art Unit:	2448
Filed:	June 6, 2001	§	Atty. Dkt. No:	6067-16203
Issued:	November 9, 2010	§		
Inventor(s):		§		
	Ronald A. Linyard	§		
	Arlyn Asch	§		
	Jonas Salling	§		
	Brian C. Sparks	§		
	Arie Trouw	§		
	Mark Wineman	§		
Title:	Method and System for	§		
	Providing Electronic User	§		
	Assistance	§		

REQUEST FOR CERTIFICATE OF CORRECTION TRANSMITTAL

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Transmitted herewith for filing in the captioned case is the Form PTO-1050 is submitted. Errors which occur at important points in the captioned patent or which may otherwise affect the understanding or interpretation of the patent are thereon corrected.

All of the errors shown in PTO-1050 are due to Patent Office oversights. A Certificate of Correction is requested under 35 U.S.C. § 254. Applicants believe that no fees are required, however, should any fees be required, please deduct them from Meyertons, Hood, Kivlin, Kowert & Goetzel, P.C. Deposit Account No. 501505/6067-16203/RCK.

Respectfully submitted,

/Robert C. Kowert/
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Date: March 21, 2011

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CERTIFICATE OF CORRECTION

PATENT NO. : 7,831,688
DATED : November 9, 2010
INVENTOR(S) : Ronald A. Linyard, Arlyn Asch, Jonas Salling, Brian C. Sparks, Arie Trouw
Mark Wineman

It is certified that error appears in the above-identified patent and that said Letters Patent is hereby corrected as shown below:

On the Face of the Patent:

Under "Related U.S. Application Data":

before "provisional application No. 60/209,946," please add --CON of 09/805,417, filed Mar. 13, 2001, now abandoned,"

after "60/209,841, filed on," please delete "Jun. 7, 2000" and insert --June. 6, 2000--in place thereof.

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PATENT NO. 7,831,688/
No. of additional copies 1

Certificate of Correction (PTO Form 1050)